

## Objective 1: We are a best practice regulator

Performance Indicator	Rating	Performance Summary
ACPs, scheme participants and auditors are made aware of our annual compliance priorities	<b>Achieved</b> 	<p>We publish our compliance priorities each financial year. Being transparent about our compliance priorities can help Accredited Certificate Providers (<b>ACPs</b>), Scheme Participants and auditors understand where our compliance attention will be focused and take steps to address identified risks.</p> <p>We made stakeholders aware of the 2025-26 compliance priorities by:</p> <ul style="list-style-type: none"> <li>• publishing them on our website in October 2025</li> <li>• publishing them in our October 2025 newsletter</li> <li>• presenting them at the Safeguard Stakeholder Forum in November 2025</li> <li>• discussing them with ACPs and auditors when relevant, such as audit close out meetings.</li> </ul>
Regulatory effort is targeted to address risk areas	<b>Achieved</b> 	<p>We develop and publish annual compliance priorities that help us target our regulatory effort to key risk areas. Our 2024-25 compliance priorities were:</p> <ul style="list-style-type: none"> <li>• heat pump water heater installations</li> <li>• battery activities</li> <li>• deceptive, fraudulent or seriously misleading conduct</li> <li>• scheme participant liability</li> <li>• consumer protection.</li> </ul> <p>Our 2025-26 compliance priorities are:</p> <ul style="list-style-type: none"> <li>• consumer protection</li> <li>• deceptive, fraudulent or seriously misleading conduct</li> <li>• emerging and re-emerging scheme activities (including battery and air conditioner activities).</li> </ul> <p>In 2025, we focused our compliance resources and regulatory effort on our compliance priorities by:</p> <ul style="list-style-type: none"> <li>• implementing our heat pump water heater action plan to improve installation quality and consumer outcomes</li> <li>• implementing our battery compliance plan and working with other agencies to identify and respond to emerging risks and promote good consumer outcomes</li> <li>• integrating our expanded inspections activity and new investigations capability into our audit program</li> <li>• working closely with other regulators such as NSW Building Commission and NSW Fair Trading to coordinate installation inspections, share details of consumer complaints for resolution, and coordinate our responses to deceptive, fraudulent or seriously misleading conduct and other emerging risks</li> <li>• developing documents and guidance and running information sessions to improve ACP and Scheme Participant awareness and capacity in risk areas</li> <li>• applying a risk-based approach to Scheme Participant processes including audits</li> <li>• improving the Scheme Participant section of our website and providing more certainty about compliances timelines to help Scheme Participants understand and meet their compliance obligations</li> <li>• updating our website and fact sheets to help consumers make informed decisions.</li> </ul>

Performance Indicator	Rating	Performance Summary
100% of decisions are aligned with published compliance and enforcement policy, except where clear written reasons for departing from the policy are provided	<b>Achieved</b> 	<p>IPART's <a href="#">Compliance and Enforcement Policy</a>, which was updated and published in December 2025, sets out our risk-based regulatory approach. All compliance and enforcement decisions are supported by a Statement of Reasons or other relevant documentation explaining the rationale and demonstrating alignment with the Compliance and Enforcement Policy and associated guidance.</p> <p>In 2025 all regulatory decisions aligned with the Compliance and Enforcement Policy.</p>
Key regulatory decisions are supported by context and underlying rationale	<b>Achieved</b> 	<p>Key regulatory decisions (i.e. decisions that impacted more than one entity or that addressed large-scale issues) were all supported by rationale and context through briefings to the decision-maker. The rationale for key decisions is provided to the affected regulated entities.</p>

## Objective 2: We effectively engage and communicate with our stakeholders

Performance Indicator	Rating	Performance Summary
75% of attendees report that information session/ engagement activities improved understanding	<b>Achieved</b> 	For 2025, 83% of survey respondents reported our information sessions or engagement activities improved their understanding or were useful.
EDM open rates are above industry standard	<b>Achieved</b> 	Our electronic direct mail ( <b>EDM</b> ) open rate for 2025 was 39% and exceeded the industry standard of 30.5%.
Safeguard engagement scores improve	<b>Achieved</b> 	<p>Survey results for 2024 from the bi-annual IPART <a href="#">Stakeholder Engagement Survey</a> improved compared to results from the 2022 survey. The next survey will be conducted in 2026.</p> <p><b>IPART Stakeholder Engagement Survey 2024</b> Stakeholder responses were generally positive:</p> <ul style="list-style-type: none"> <li>• 22% of responses were very positive (improved from 11% in 2022)</li> <li>• 50% of responses were somewhat positive (improved from 39% in 2022)</li> <li>• 16% of responses were somewhat negative (improved from 19% in 2022)</li> <li>• 2% of responses were negative (improved from 5% in 2022)</li> <li>• 9% of responses answered not applicable or did not answer (down from 26% in 2022).</li> </ul>
Information about how we can support stakeholders is published on the website	<b>Achieved</b> 	<p>In 2025 we undertook a major update to our website to make it easier for stakeholders to find information on how we can support them. This included:</p> <ul style="list-style-type: none"> <li>• easy to find information on how to contact us using an online enquiry form, email or phone number for queries that are addressed by our dedicated Stakeholder Support Officers</li> <li>• a process to make a complaint</li> <li>• advertising in-person and online events such as information sessions and forums</li> <li>• publishing recordings of past events and Q&amp;As</li> <li>• publishing factsheets and guidance materials that clarify the scope of our remit and redirect stakeholders to other regulators when appropriate.</li> </ul>

### Objective 3: We effectively and efficiently administer the schemes

Performance Measure	Rating	Performance Summary
98% of queries acknowledged in 2 business days	<b>Achieved</b> 	100% of all enquiries were acknowledged within 2 business days, either by TESSA, our system for managing and tracking customer interactions or by our Scheme Participant team via email.
100% of open queries receive progress updates at fortnightly intervals	<b>In progress</b> 	<p>Our Customer Interaction Tracking (CIT) system in TESSA manages and tracks customer interactions. While most enquiries were closed within a few days, other enquiries took longer to resolve, including where enquiries were more complex or required stakeholders to provide further information. We inform our stakeholders when their enquiry may take some time to resolve. Of the 2588 enquiries received, all except 53 enquiries were closed within a fortnight or received an email update through TESSA at fortnightly intervals (98%). Most of these cases also received updates outside TESSA by phone or direct email.</p> <p>In 2025 we continued to develop systems to identify queries requiring fortnightly updates.</p>
The use of engagement plans for key communications campaigns increases by 10% year-on-year	<b>Achieved</b> 	We have established a dedicated communications and engagement team responsible for communications strategy and engagement planning. All key communications campaigns used an engagement plan in 2025, compared with 64% in 2024, exceeding a 10% year-on-year increase.
Discussions about challenges and risks at audit close-out meetings increases by 10% year-on-year	<b>Achieved</b> 	<p>In 2025 challenges and risks were discussed (where relevant) at 68% of close out meetings. This measure exceeds a 10% increase from 2024, when challenges and risks were discussed at 12% of close-out meetings.</p> <p>We are encouraging ACPs to share information and engage with us so that we can understand their business models and processes better.</p> <p>Note that discussions about challenges and risks may not be relevant to all close-out meetings (e.g. if the audit did not find any issues of concern or make any recommendations).</p>

Performance Measure	Rating	Performance Summary
Issues-specific opportunities for engagement are provided to stakeholders	<b>Achieved</b> 	<p>We engaged with stakeholders in a variety of ways in 2025, providing many issue-specific opportunities to engage with us directly. For example:</p> <ul style="list-style-type: none"> <li>• We ran formal consultations to seek stakeholder feedback and input on topics that affected the way our stakeholders interacted with the schemes. In 2025 we consulted on changes to scheme participant processes.</li> <li>• We ran information sessions to help stakeholders understand issues about battery activities, scheme participant obligations, product applications and rule changes and answer their questions.</li> <li>• We met with relevant industry associations and interest groups and participated in panel discussions hosted by other organisations.</li> <li>• In 2025 we established the Energy Security Safeguard Industry Reference Group to obtain stakeholder input on scheme matters, share compliance and regulatory information, identify emerging issues and risks within the Safeguard schemes and discuss potential solutions.</li> </ul> <p>We encourage stakeholders to lodge any issue-specific enquiries through the enquiry form on TESSA, and we actively follow up and engage with stakeholders on issues raised.</p>
Stakeholders report that it is easy to find information on our website	<b>Achieved</b> 	<p>We completed a major website update in mid-2025. Changes to assist stakeholders to find information included improved site navigation and accessibility, new document hubs where stakeholders can find and bookmark documents, a 33% improvement in readability of technical information and an interactive list of ACPs by activity.</p>
Information about our roles and responsibilities as they relate to consumers has been published on our website and shared with other relevant agencies	<b>Achieved</b> 	<p>IPART's roles and responsibilities relating to consumers are limited by its functions and responsibilities as Scheme Administrator. In 2025, we updated the information on our website and in our consumer fact sheets to help consumers understand our role and responsibilities and how other agencies (e.g. NSW Fair Trading) may be better able to help resolve an issue. We also worked with DCCEEW to coordinate our website content to improve the consumer experience.</p>
Positive feedback from stakeholders received about the usefulness of our information	<b>Achieved</b> 	<p>82% of the 109 respondents who attended our Battery Activities and ESS/PDRS Rule Change information sessions and the 2025 Stakeholder Forum reported they found our information useful.</p> <p>72% of respondents to the 2024 IPART Stakeholder Engagement Survey provided a positive response about the quality of IPART's written information and guidance.</p>

Performance Measure	Rating	Performance Summary
Accurate and up-to-date information about the schemes for householders and businesses is made available	<b>Achieved</b> 	<p>We updated our website and consumer fact sheet to improve readability and make accurate and up-to-date information available to householders and businesses. We also published an interactive list of ACPs by activity to help consumers find an ACP.</p> <p>We created a new dedicated section on the website where householders and businesses can find information about how to access the schemes and consumer fact sheets.</p> <p>We regularly review and update our website content to ensure it is accurate, relevant, accessible and readable for householders and businesses. We also coordinate with DCCEEW to ensure our information is consistent and dovetails effectively with Energy Security Safeguard consumer information on the <a href="#">NSW Climate and Energy Action</a> website.</p> <p>We also provide public access to live implementation data, allowing interested parties to analyse and understand current trends in scheme activity. We also published our Annual Report to provide information about the performance of the schemes.</p>

## Objective 4: Our people have the right mix of skills and are engaged

Performance Measure	Rating	Performance Summary
Engagement, job satisfaction and wellbeing results for the team increase year-on-year	<b>In progress</b> 	<p>IPART Energy Sustainability Schemes staff engagement, job satisfaction and wellbeing scores were measured in the NSW Public Service Commission's annual People Matter Employee Survey:</p> <ul style="list-style-type: none"> <li>Engagement scores increased from 62% to 67%</li> <li>Job satisfaction scores decreased from 69% to 62%.</li> <li>Wellbeing scores decreased from 75% to 73%.</li> </ul> <p>IPART is implementing a range of initiatives to address the decrease in job satisfaction and wellbeing scores.</p>
Training is regularly provided or made available on relevant expertise areas	<b>Achieved</b> 	<p>We organised training in relevant expertise areas including engagement and leadership, and scheme-relevant training. This also included attendance at relevant industry conferences.</p> <p>We regularly run internal training sessions to develop staff skills relating to regulation of the Safeguard. This year staff completed Certificate IV training in Government Investigations and certification as Measurement and Verification professionals, as well as training on Rule changes and new technologies. All staff are also required to complete organisational mandatory training including conflict of interest, fraud and corruption, and ethics and conduct training.</p>
IPART staff have shared expertise and intelligence with other regulators, including the Victorian Essential Services Commission, NSW Fair Trading, and the Clean Energy Regulator	<b>Achieved</b> 	<p>We have worked closely with other regulators to share our experience and benefit from their skills, knowledge and intelligence. Regulators we worked with include the Victorian Essential Services Commission, NSW Fair Trading, the Clean Energy Regulator, Greenhouse Emissions Minimum Standards Regulator and Building Commission NSW. We also regularly share information through our participation in executive and officer level interagency forums.</p> <p>We coordinate our regulatory efforts with other regulators to address improper conduct and promote good consumer outcomes. We refer matters to other regulators when we suspect non-compliance with other legislation.</p>

## Glossary

Term	Definition
<b>Accredited Certificate Provider (ACP)</b>	Voluntary participants that are accredited under the ESS or the PDRS. ACPs can create certificates based on the amount of energy saved or peak demand reduction capacity created from their activities.
<b>Department of Climate Change, Energy, the Environment and Water (DCCEEW)</b>	The NSW Department of Climate Change, Energy, the Environment and Water is responsible for developing the policy and legislation underpinning the Safeguard.
<b>Energy Savings Scheme (ESS)</b>	The Energy Savings Scheme is a certificate-based scheme that incentivises activities that save energy.
<b>Energy Security Safeguard (Safeguard)</b>	The Energy Security Safeguard is designed to improve the affordability, reliability and sustainability through the creation of financial incentives. It comprises 3 certificate-based schemes: the Energy Savings Scheme, Peak Demand Reduction Scheme, and Renewable Fuel Scheme.
<b>Peak Demand Reduction Scheme (PDRS)</b>	The Peak Demand Reduction Scheme is a certificate-based scheme that incentivises activities that reduce demand for electricity during peak summer hours.
<b>TESSA</b>	The Energy Security Safeguard Application, our online system and portal for the schemes. It houses the Registry of Certificates and the Accepted Products List and is where ACPs and Scheme Participants can conduct most of their business relating to the scheme.
<b>Scheme Participant</b>	Mandatory participants in the ESS and PDRS, primarily electricity retailers. Scheme participants have an annual obligation to buy and surrender certificates to meet legislated certificate targets.